

# our NEWS

February  
2020

## From our Chairman

**I remember some time ago reading that “*history doesn’t just happen; it is made by people*”, and this is possibly a good description of the vision I have for Seton Villa, especially now that we have an established management team and are poised to begin construction on two new homes.**

The Board and management are starting the journey of considering and planning how we can sustainably do more to serve the mission of the Daughters of Charity. Seton Villa was founded at a time when home care for people with intellectual disability was uncommon. The services we provide are now more mainstream, to the point where the government (through the NDIS) is now setting standards for an ‘industry’.

We are proud of our history, but we also need to ensure that we are responsible for creating the history of the future.

The Daughters of Charity have always been at the forefront of social change. For example, Rosalie Rendu (1786-1856) tended the wounded of both sides during the French Civil War but also later founded a free clinic, pharmacy, school, orphanage, child-care centre, a home for the elderly and a youth club for young workers.

She was a pioneer and an acknowledged thought leader of her time. We should all draw inspiration from her life and works. She also shows us that opportunity for charitable service can be found everywhere.

To close, I would like to share a recent radio interview with our CEO Peter Gardiner on 2RRR The Meaningful Monday Show. You can listen to the interview via this [direct link](#) or on our website at News Room, found under About Us. It is wonderful to see Seton Villa changing lives, attitudes and outcomes for people with disabilities.

*Marco Colli*  
Chairman, Seton Villa



## From our CEO

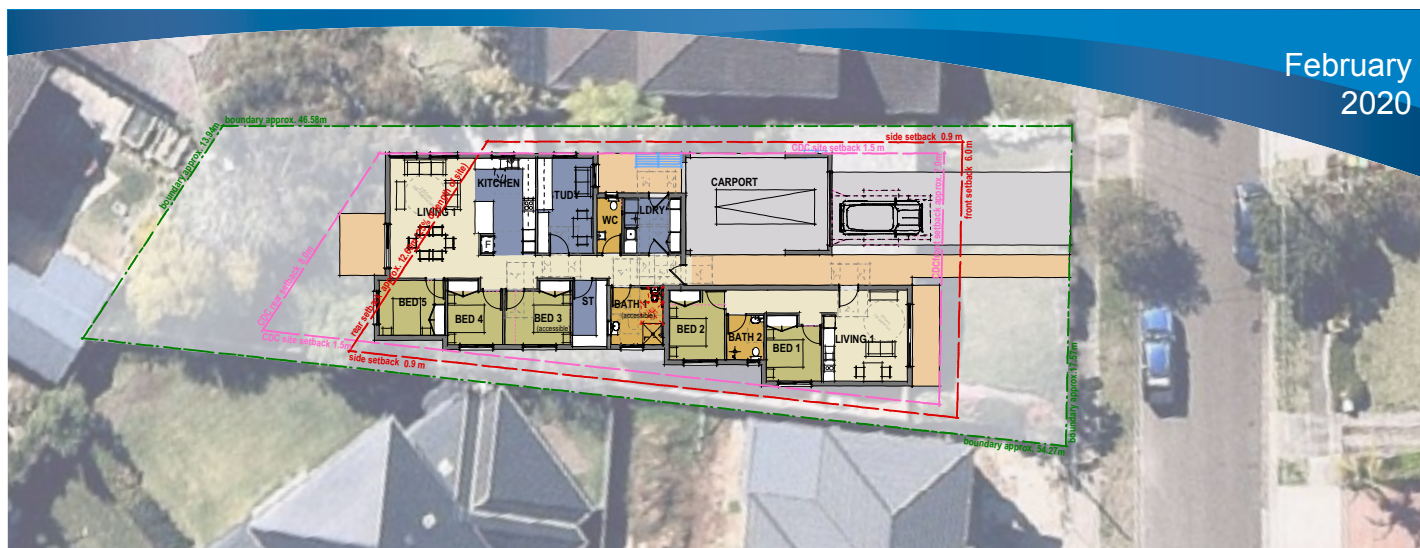
### “Building our Bright Future” Status Report

**On 10 February 2020 we settled on our first new property at 54 Lavarack Street, Ryde. Our architect has provided the following indicative montage of the new building (below) and a design overlay on the site (page 2). This five-bedroom home will be the first to include the two-bedroom ‘flat’ under the same roofline as the main house which will provide some increased independence for two of the five residents. This property will replace David Avenue which will then be demolished to make way for a new five-bedroom home on the existing site.**

As noted in the last newsletter, our new Quality & Safeguards Manager, Rhondda Vassallo, has commenced preparing resident profiles as an initial step to reviewing the present resident mix in each house. The Asset Redevelopment Program provides an opportunity for us to consider some revised groupings of residents as new properties are built that acknowledge existing relationship preferences and complementary Supported Independent Living (SIL) funding.

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<b>KENNEDY ASSOCIATES ARCHITECTS</b> <small>level 3 / 1 booth street annandale 2038          nominated architect - anthony ndan - registration no. 6773          p+ 61 2 9557 6486 f+ 61 2 9557 6477</small>	<b>Feasibility Study</b>	<small>proposed specialist disability accommodation at:</small> <b>54 lavarack street RYDE</b>	<small>project number</small> <b>F1945</b>	<small>drawing number</small> <b>F01 P2</b>
			<small>date</small> 8/10/19	<small>preliminary issue</small>

## From our CEO continued

We continue to wait for Ryde Council to finalise the DA for 1 Keiley Street (Jenny's Place) following submission of a requested arborist report on the existing on-site trees. Jenny's Place will replace the rented Culloden Road property. Once redevelopment is approved, tender documentation will be issued to short-listed builders in the hope that construction may be able to commence on both properties prior to Easter. We will continue the search for a second new property to join the program.

## NDIS Commission Verification Audit

Seton Villa will be visited by a small team of auditors between Monday 9 to Wednesday 11 March 2020 to assess our compliance against the new NDIS Commission Practice Standards and Quality Indicators. They will interview a selected group of residents and speak with family members during their visit as well as review our operational documentation. The audit team will then make a recommendation to the NDIS Commission regarding our ongoing Registration as a Disability Service Provider under NDIS. Thank you to those of you who have agreed to speak with the audit team during the audit period.

## Have Your Say

During November last year I invited you all to participate in an inaugural **Families & Friends Satisfaction Survey** to provide feedback on the quality of our services at Seton Villa.

Our survey partner, The Voice Project, received ten postal responses that were analysed and benchmarked against other disability sector organisations. The survey data showed that overall satisfaction with Seton Villa is moderate (76%) and very close to the industry benchmark.

Our strengths were identified as:

- providing a safe and secure environment for the residents;
- families and residents felt respected;
- health and wellbeing was supported in a caring way;
- staff are polite and friendly.

Opportunities for quality improvement included:

- better handover of information between staff at shift changeover;
- increased independence for residents and the opportunity to learn new skills;
- enhanced skill development/training for community support workers.

As a result of this valuable feedback, we implemented a three-day staff development workshop on Person-Centred Active Support for House Managers and selected CSWs during January 2020 and have introduced new e-learning modules for CSW staff to undertake online during rostered training hours. These additional hours are unfunded by NDIS; however, we believe strongly in ongoing staff development in order to enhance the quality of support provided to residents.

In addition to the postal survey of families, residents themselves were surveyed by independent managers using a modified easy English version of the questions. Overall satisfaction was high (89%) and above industry benchmark. There was strong alignment with the families' responses around feeling safe, happy with health care support, and polite and friendly staff who know what they are doing. Unfavourable responses were not as high and focused on making new friends, learning new things and increasing choices that are right for me. Our renewed focus on Person-Centred Active Support across all houses will start to address these opportunities for quality improvement over time.

In order to monitor progress, I plan to repeat the surveys in approximately twelve months and keep you informed.

## New families to join Seton Villa

Over the next month we hope to welcome three new residents to Seton Villa, filling the current vacancies at Culloden Road, David Avenue and Dover Street. Once the arrangements and permissions are finalised I will provide further details. It is exciting that Seton Villa will again be at capacity as we embark on our three-year Asset Redevelopment Program.